

Retired VA phone number putting Veterans' information at risk

The Department of Veterans Affairs established 1-800-MyVA411 (1-800-698-2411) in 2020 to help Veterans, their family members, caregivers, and survivors understand and access the broad spectrum of VA benefits and services.

VA's previous information number, 1-844-MyVA311, was retired at that time. Since that transition, MyVA311 has been repurposed by a non-federal entity claiming to be a medical equipment provider. Veterans may try to call VA using the MyVA311 number and unintentionally divulge personal information.

It is imperative that Veterans are informed that 1-800-MyVA411 is the appropriate number to call for information about:

- COVID-19 updates
- Health care eligibility and enrollment
- VA benefits, such as disability, compensation and pension, education programs, caregiver support, insurance, home loans, and burial headstones and markers among others
- The nearest VA medical centers, benefits offices or cemeteries to Veterans, VA Medical Center operational updates and connection to VA Medical Center operators
- Directory assistance and technical support for www.VA.gov
- Debt and payment options